

THE UNIVERSITY OF LEICESTER
STUDENT COMPLAINTS PROCEDURE
FORMAL COMPLAINTS FORM

This form is designed for use with the Formal Stage of the University's Student Complaints Procedure. Please ensure that you have read and understood the Procedure before completing this form. The completed form should be returned to the Senior Officer to whom the formal complaint is being addressed. The relevant senior officers are:

The Deans of the Faculties (in relation to academic matters)
The Librarian (in relation to the Library)
The Director of the Computer Centre (in relation to the Computer Centre)
The Director of Residential and Catering Services (in relation to accommodation/catering)
The Registrar and Secretary (in relation to any aspect of the University's administration)
The President of the Students' Union (in relation to the Students' Union; a complaint will follow the Union's own complaints procedure).

1. Student Details

Title: **Mr.** Forenames: **Kevin Mugur Catalin** Surname: **Galalae**

Student Number: **099012346**

Address (for correspondence over the complaint):

258 Bicknell Cr., Kingston, Ontario, K7M 4T6, Canada

Post Code: **K7M 4T6**

Tel No: **(613) 545-1453**

Mobile No: **(613) 888-8268**

Email address: **kgalalae@hotmail.com**

Department: **Politics and International Relations**

Programme of Study: **MA International Relations and Global Order**

Year of Study: **First Year**

Before a complaint can be raised formally, students are expected to utilise the consultative and organisational arrangements in place at departmental and institutional level. It must therefore have already been raised informally at local level, normally with the Head of Department, but possibly with one or more of the following (see Student Complaints Procedure).

- Head of Department
- Personal Tutor
- Other Member of Staff
- Staff/student committees
- Students' Union sabbatical officers
- Students' Union Education Unit
- Hall JCR officials
- An appropriate user group

You should not proceed with a complaint at a formal level, until you have tried to resolve it through one or more of the above.

2. Details of Complaint

(Please set out clearly what you are complaining about and why. Please attach additional sheets if necessary)

My forum posts present political views and criticisms of Anglo-American foreign policies that have elicited the disapproval of the course tutor, Mr. Nick Wright. As a result, Mr. Wright took it upon himself to openly criticize my academic integrity and intelligence. When I asked that he stops the disparaging remarks and pleaded with him to agree to disagree, he failed to respond and instead directed Dr. Rofo to send me a threatening email.

More importantly, he marked down my e-tivity 3 so as to satisfy his prejudices. Finally, he ravaged my e-tivity 4 with a mark of only 40%, which reflects his prejudices and his petty hidden agenda rather than the quality of my work.

In addition, Mr. Wright attempted to stifle the debate and to suppress my views and other dissenting views by uncharacteristically changing the subject of the debate. I openly complained that his action amounted to an act of censorship and asked that we return to the subject at hand.

Dr. Rofo, the Director of Distance Learning, failed to address my complaints. Instead, he chose to support Mr. Wright's fictional marks of my e-tivities 3 and 4, which sent the unmistakable message that they want me out of the course and, since they have no grounds on which to expel me, that they will do everything in their power to get me to quit the course of my own volition.

This left me with no choice but to quit the programme.

For a complete representation of the facts and of the evidence, please see the attached document.

3. Remedy Sought

(Please state clearly what remedy you are seeking)

I seek full reimbursement of the tuition fees I have paid thus far, namely 941.66 pounds.

4. How the complaint has been pursued to date

Please indicate below where the complaint has been pursued

(1) Name and role of the person or committee:

Dr. Rofo, Director of Distance Learning

Department/Service:

Date complaint raised
19 November 2009

(2) Name and role of the person or committee:

Department/Service:

Date complaint raised

What was the outcome and why are you are still dissatisfied?

First, Dr. Rofo failed to address the biased marks Mr. Wright gave me for e-tivity 3 and 4. Then, when I informed him that I decided to quit the programme due to the inimical atmosphere created by Mr. Wright (and supported by Dr. Rofo) and that I seek full reimbursement of fees, he offered only a remit of 100 pounds, this being the most he could do.

Signature of complainant:

Date:

Kevin Galalae

December 5, 2009.